

# SAFETY RECALL N276: CENTER MAIN CRANKSHAFT PULLEY BOLT



NAS19.01.018 | WORKSHOP

USA

AFTERSALES BULLETIN

JANUARY 31, 2019

***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2019 model year Land Rover Discovery, Range Rover Velar, Range Rover Sport, and Range Rover vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.***

***United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.***

***United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$21,780.00 per vehicle.***

***This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.***

**THIS SAFETY RECALL SUPERSEDES UPS13118 WITH IMMEDIATE EFFECT**

## DESCRIPTION OF ISSUE

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the center main crankshaft damper/pulley bolt may fracture. A batch of bolts has been manufactured away from specification and therefore has the potential to develop cracks on the surface of the bolt, leading to hydrogen embrittlement. These cracks cause the bolt to fracture over time, leading to a loss of retention of the crankshaft pulley. Where bolt fracture occurs, the pulley will oscillate for a period, but ultimately the crankshaft nose will break, leading to engine failure.

## AFFECTED VEHICLE RANGE

Discovery (L462; V6 3.0L S/C Petrol)

Model Year: ..... 2019

VIN: ..... SALRG2RV6K2400447-SALRG2RV7K2400585

Range Rover Velar (L560; V6 3.0L S/C Petrol)

Model Year: ..... 2019

VIN: ..... SALYM2EV3KA200254-SALYL2FV0KA207616

..... SALYB2EV3KA798495-SALYL2EV6KA799721

Range Rover Sport (L494; V6 3.0L S/C Petrol; V8 5.0L S/C Petrol)

Model Year: ..... 2019

VIN: ..... SALWV2SVXKA421049-SALWR2RVXKA421871

..... SALWR2RV1KA829398-SALWZ2SE8KA839338

Range Rover (L405; V6 3.0L S/C Petrol; V8 5.0L S/C Petrol)

Model Year: ..... 2019

VIN: ..... SALGS2SV7KA531120-SALGS2RE7KA541393

A total of 2,587 vehicles are potentially affected in the USA and Federalized Territories. Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

## EFFECT ON VEHICLE OPERATION

Fracture of the crankshaft pulley bolt and associated breakage of the crankshaft nose will lead to the vehicle displaying a number of warning lights, quickly followed by loud noises, engine power loss, and the potential for engine failure. Further, the loose pulley could damage engine compartment components or puncture the hood and become a hazard to pedestrians or other road users.

Vehicles with a bolt from the affected batch may cut out while in motion with no ability to be restarted.

Engine cut-out with minimal warning poses an unreasonable risk to safety and may result in a crash.

## SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to an authorized Land Rover retailer who will replace the center main crankshaft damper/pulley bolt. There will be no charge to owners for this action under this program.

## OWNER NOTIFICATION

Owners will receive a notification by mail on or before March 11, 2019.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that the vehicle is affected by this Program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin N276NAS, *SAFETY RECALL: Center Main Crankshaft Pulley Bolt*, for detailed repair instructions.

## PARTS

**NOTE: only order the expected percentage demand of parts identified.**

**Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.**

DESCRIPTION	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE	EXPECTED PERCENTAGE DEMAND
Bolt - Crankshaft pulley	LR011952	1	100

## TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

## WARRANTY

**NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.**

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QUANTITY / VALUE
<b>H181</b>	<b>A</b>	Discovery, Range Rover Sport, Range Rover Crankshaft pulley bolt(s) - Renew	12.21.89.01	0.9	LR011952	1
<b>H181</b>	<b>B</b>	Discovery, Range Rover Sport, Range Rover Crankshaft pulley bolt(s) - Renew Drive In/drive out	12.21.89.01 02.02.02	0.9 0.2	LR011952 -	1 -
<b>H181</b>	<b>C</b>	Range Rover Velar Crankshaft pulley bolt(s) - Renew	12.21.89.01	1.5	LR011952	1
<b>H181</b>	<b>D</b>	Range Rover Velar Crankshaft pulley bolt(s) - Renew Drive In/drive out	12.21.89.01 02.02.02	1.5 0.2	LR011952 -	1 -

*Normal Warranty policies and procedures apply.*

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SALXXXXXXXXXXXXXX**

**March 2019**

**SAFETY RECALL N276: Center Main Crankshaft Pulley Bolt**

**Vehicle Affected: Land Rover Discovery, Range Rover Velar, Range Rover Sport, and Range Rover  
Model Year: 2019**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: tbd**

**Dear Land Rover Owner,**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect relating to motor vehicle safety exists in certain 2019 model year Land Rover Discovery, Range Rover Velar, Range Rover Sport, and Range Rover vehicles.

Your vehicle is included in this Recall action.

**What is the reason for this program?**

The center main crankshaft damper/pulley bolt may fracture. A batch of bolts has been manufactured away from specification and therefore has the potential to develop cracks on the surface of the bolt. These cracks cause the bolt to fracture over time, leading to a loss of retention of the crankshaft pulley. Where bolt fracture occurs, the pulley will oscillate for a period, but ultimately the crankshaft nose will break, leading to engine failure.

Fracture of the crankshaft pulley bolt and associated breakage of the crankshaft nose will lead to the vehicle displaying a number of warning lights, quickly followed by loud noises, engine power loss, and the potential for engine failure. Further, the loose pulley could damage engine compartment components or puncture the hood and become a hazard to pedestrians or other road users.

Vehicles with a bolt from the affected batch may cut out while in motion with no ability to be restarted.

Engine cut-out with minimal warning poses an unreasonable risk to safety and may result in a crash.

**What will Land Rover and your authorized Land Rover retailer do?**

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will replace the center main crankshaft damper/pulley bolt with one of the correct specification.

There will be no charge for this repair under this program.

**What should you do?**

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N276'**.

**Attention Leasing Agencies:** if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within 10 days.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take up to 2.5 hours, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

**What should you do if you have further questions?**

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Center at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC  
ATTN: Customer Relationship Center  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can retain that confidence. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Eric Johnston  
Vice President Customer Service  
Jaguar Land Rover North America, LLC

## TECHNICAL Q & A: SAFETY RECALL N276

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**Main Message:** The center main crankshaft damper/pulley bolt may fracture. A batch of bolts has been manufactured away from specification and therefore has the potential to develop cracks on the surface of the bolt leading to hydrogen embrittlement. These cracks cause the bolt to fracture over time, leading to a loss of retention of the crankshaft pulley. Where bolt fracture occurs, the pulley will oscillate for a period, but ultimately the crankshaft nose will break leading to engine failure.

Fracture of the crankshaft pulley bolt and associated breakage of the crankshaft nose will lead to the vehicle displaying a number of warning lights, quickly followed by loud noises, engine power loss, and the potential for engine failure. Further, the loose pulley could damage engine compartment components or puncture the hood and become a hazard to pedestrians or other road users.

**Q1 Who do I contact if a member of the press contacts me about this recall?**

**A** Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:

Stuart Schorr

Vice President, Communications & Public Affairs

Jaguar Land Rover North America, LLC

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Office: +1-201-818-8316

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**Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?**

**A** Vehicles in this condition pose an unreasonable risk to safety.

**Q3 Can you tell me more about what is wrong with the vehicles?**

**A** The V6 and V8 engines installed in certain 2019 Model Year Land Rover Discovery, Range Rover Velar, Range Rover Sport, and Range Rover vehicles may have been installed with a crankshaft pulley bolt manufactured away from specification which has the potential to develop cracks on the surface of the bolt, leading to hydrogen embrittlement. These cracks will cause the bolt to fracture over time, causing a loss of retention of the crankshaft pulley, allowing the pulley to oscillate and subsequently break the crankshaft nose, leading to engine failure.

**Q4 How would the customer become aware of potentially having this concern?**

**A** It is possible there will be increased engine vibration, warning lamps may illuminate, and unusual engine noises experienced as the failure progressively occurs.

**Q5 Does this concern affect vehicle safety?**

**A** Yes. All of the engines with affected bolts installed are at risk of suffering this failure, such that the rate of the risk of engine stall with minimal warning poses an unreasonable risk to safety.

**Q6 Has Jaguar Land Rover Limited received many complaints?**

**A** No, there have been no complaints received related to this issue.

**Q7 Have there been any accidents or injuries?**

**A** Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

**Q8 How was the condition discovered?**

**A** A concern was raised from the Bridgend Engine Assembly plant.

**Q9 How long has Jaguar Land Rover known about this problem?**

**A** Investigation into this concern started on December 11, 2018.

**Q10 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?**

**A** We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Q11 What has Jaguar Land Rover done in production?**

**A** The affected batch of bolts has been replaced with bolts manufactured to known condition (batch audit in lab confirmed no stress cracks and hardness are back to within process control).

**Q12 What will an authorized Land Rover retailer do to the vehicles?**

**A** Authorized Land Rover retailers will replace the center main crankshaft damper/pulley bolt with one of the correct specification.

**Q13 Which vehicles are affected by this recall?**

**A** The following 2019MY Land Rover vehicles, manufactured from October 12, 2018, to December 13, 2018, are affected:

Discovery ..... SALRG2RV6K2400447-SALRG2RV7K2400585

Range Rover Velar ..... SALYM2EV3KA200254-SALYL2FV0KA207616  
..... SALYB2EV3KA798495-SALYL2EV6KA799721

Range Rover Sport ..... SALWV2SVXKA421049-SALWR2RVXKA421871  
..... SALWR2RV1KA829398-SALWZ2SE8KA839338

Range Rover ..... SALGS2SV7KA531120-SALGS2RE7KA541393

**Q14 Are other Jaguar Land Rover models affected by these actions?**

**A** Yes, certain 2019MY Jaguar F-PACE, F-TYPE, and XJ models are affected and are being remedied by Safety Recall N181.

**Q15 Are parts available to rework vehicles?**

**A** Yes, the necessary parts are available for authorized Land Rover retailers to conduct this repair.

**Q16 How much will the recall cost Jaguar Land Rover?**

**A** Cost was not a factor in deciding to recall these vehicles.

**Q17 How do I know if my vehicle is affected?**

**A** All owners of potentially affected vehicles will shortly receive a letter inviting them to contact an authorized Land Rover retailer for the work to be carried out.

**Q18 How long does it take for the vehicle to be inspected and repaired?**

**A** The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take up to 2.5 hours. Due to retailer schedules, vehicles may be required for longer.

**Q19 Can I continue to drive my vehicle safely until it has been recalled?**

**A** Customers are advised to contact an authorized Land Rover retailer should they have any concerns regarding their vehicles.